



Town of Mooresville

Emergency Communications Assessment

Request For Proposals 101-21-07

Issue Date October 20, 2020

Introduction:

The Town of Mooresville (TOM) is a growing community located 30 minutes north of Charlotte and includes portions of Lake Norman which has 500 miles of shoreline. Interstate I-77 between Mooresville and Charlotte has an annual average daily traffic rate of 100,000 making it one of the most highly traveled routes in North Carolina. Mooresville, also known as Race City, USA is home to Lowe's Corporate Headquarters, Corvid, a high-tech Department of Defense contractor, Niagara Bottling, the NASCAR Technical Institute (900 students) and numerous race teams.

Mooresville has experienced significant recent growth and is projected to outpace several of the surrounding communities of the region. In the past decade, Mooresville's population grew by 74% to 40,000 over the last decade and is expected to double in the next 20 years. Manufacturing has been a major boon to the economy and particularly, advanced manufacturing with companies building and leasing facilities specializing in areas from automotive and aerospace technologies to security solutions. Despite the proximity to Charlotte, Mooresville is a net importer for employment.

The Town of Mooresville operates by the Council/Manager form of government with a 7 member Town Council that includes 4 ward representatives and three at-large members and a separately elected Mayor. The Town employs approximately 480 FTEs and has a budget of \$113 million. Departments include: Construction and Facilities, Engineering, Finance, Human Resources, Parks and Recreation, Planning, Fire, Police, Public Information, Public Works, Technology & Innovation.

The Town is in the process of finalizing plans for a new Police Department that will be approximately 49,000 square feet and cost \$20 million. Current plans call for the inclusion of PD Dispatch in the space.

Mooresville / ECOM Background:

Iredell County ECOM is located off Bristol Drive in Statesville and was constructed in 2018. This facility holds all emergency service providers and was intended to be a consolidated emergency service center for the county. This center is the primary PSAP (Public Safety Answering Point) for the county and dispatches all emergency services with the exception of Mooresville and Statesville police departments. Calls received for these agencies are transferred to the agencies for dispatch. The Town currently owns its own 800 MHz system and uses the Charlotte UASI core for service to our police department and consoles located at ECOM for fire dispatch. The county operates on the state VIPER system and is tied to the core in Newton, NC. The Town has discussed moving all radio to the VIPER system to better intergrade with the county.

The Police Department is currently dispatched, from their on-site Emergency Communications Center, by a dedicated team of thirteen highly trained and professional Telecommunicators whose mission is to maintain that critical link between the ninety-four sworn Police Officers and forty thousand citizens who live, work, and play in the Town of Mooresville; as well as the thousands who visit daily. The Emergency Communications Center operates twenty-four hours a day, seven days a week, and answers over one-hundred and fifty thousand (151,381 - 2019) emergency and non-emergency calls for service each year, as well as, provides information related to the availability of community resources and Town of Mooresville services, dispatches Police Officers as needed, and affords support services to every Division within the Agency. The Mooresville Emergency Communications Center is the secondary PSAP and the back-up center to ECOM. When necessary, Mooresville provides a location for ECOM and maintains ECOM's services until ECOM is restored. The Telecommunicators of the Emergency Communications Center provide excellence in customer service, serve with integrity, and consistently provide for the safety and well-being of the Town of Mooresville's officers and citizens alike.

Mooresville Fire – Rescue is an ISO Class 1 department and responds to approximately 7,800 calls for service annually. The 96-member department consists of five stations, six apparatus, one battalion chief, along with administrative chiefs and fire marshal's office. The fire department is currently dispatched from ECOM via county employees. The department is currently in the process of building another station on the north side of Town and design of a station on the south side of Town. The department calculates performance criteria related to total response time including alarm handling, turn out time, and travel time. The Town has a goal of a five-minute response time from dispatch to arrival and during 2019 achieved an average of 4.54 minutes from dispatch to arrival. The ability to maintain this achievement becomes difficult with the increasing number of annexed areas and overlapping calls for service. During 2019 overlapping calls were at 56.1% or 4343 of the 7741 calls for service.

Some of the questions that have been raised regarding ECOM Service in Mooresville include:

1. What location is the best way to deliver customer service to the caller? (ECOM or MPD)
2. What location is the most efficient (cost and infrastructure) and effective (service to the customer, internal and external) to deliver police and fire dispatch to the Town?
3. How do we maintain control over procedures, personnel, and standards if we are relocated?
4. How do we overcome the IT issues with TOM and County?
5. If we stay as is, what are our weak links in the systems? What do we need to add to ensure everything remains operational?
6. Pros and Cons of relocating?
7. Should Fire move to PD for dispatch?
8. What are the suggested staffing requirements for the center if it stays or moves?

Purpose of Assessment:

The purpose of the Assessment is twofold:

The first goal is to provide an assessment and understanding of current operations, efficiencies and challenges associated with the current provision of service.

The second goal is to provide a framework for decisions related to future service provision in light of current levels of service and opportunities for improvement that might arise from a change in the paradigm for service delivery. The assessment should explore all service delivery/cost options and analyze costs and benefits of those options.

Some of those options include but are not limited to:

Police and Fire dispatched by County ECOM from their center;

Police dispatched by TOM in Mooresville at the new PD and Fire dispatched by County ECOM;

Police and Fire dispatched by TOM from the County ECOM; and

Police and Fire dispatched by TOM from the new PD.

Assessment Steering Committee:

The assessment process will be overseen by a five-member team that includes: Randy Hemann, Town Manager; Ron Campurciani, Police Chief; Curt Deaton, Fire Chief; Ryan Rase, Assistant Town Manager; and Beau Falgout, Assistant Town Manager.

Submission of Proposals:

Respondents shall organize their proposals in the format described below and submit the requested information in appropriate detail to allow adequate review and evaluation of proposals. Proposals shall be limited to 15 pages and include:

1. A summary of the respondent's basic qualifications and experience.
2. Identification of team members, their qualifications and proposed role in the process.
3. Three one page summaries (a link to full study can be included) for three projects that have been completed by the respondent that includes: a summary of the recommendation; the status of the recommendation (was it completed); and contact information for the primary contact for the project.
4. A detailed proposal including a timeline listing the steps and work process necessary to complete the task.
5. A detailed budget for each step in the process, as well as, a fee schedule for any work requested which is beyond the scope and process outlined in the proposal.
6. Disclosures regarding the following:
 - a. Any potential conflicts of interest that could be relevant to this project in any manner.
 - b. Whether the respondent or any agent of the respondent or officer, or director, or owner thereof has had any judgments entered against him or her or their company within the past 10 years including any for the breach of contracts;
 - c. Whether any company, officer, director, or owner is currently debarred pursuant to an established debarment procedure from bidding or contracting by any public body, agency of any state, or agency of the federal government.
7. A summary of current work the respondent has in their queue, when it is anticipated to be completed and when the respondent would be available to start the project.
8. Any additional information the respondent feels would assist in the evaluation of their proposal.

Questions regarding the assessment may be emailed to Town Manager Randy Hemann rhemann@mooresvillenc.gov and cc'd to David Whitaker, Purchase & Contract Manager at dwhitaker@mooresvillenc.gov.

Submission Deadline:

Submissions will be accepted electronically only and shall be emailed to David Whitaker at dwhitaker@mooresvillenc.gov **no later than 4:00 pm on Tuesday November 24, 2020.**

The Town reserves the right to reject any or all bids, and to waive informalities.